

00264 **BACHELOR IN HOTEL MANAGEMENT (BIHM)**
Term-End Examination
December, 2017

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. What do you understand by consumerism ? 20
What are the benefits of consumerism in Indian Context ?
2. What is the meaning of Consumer Education ? 20
What are the methods and techniques of consumer education ?
3. What is the difference between Consumer Organisations, Consumer Cooperations and Buying Clubs ? Also mention the role of consumer cooperations and buying clubs. 20
4. Discuss the concept of Business Ethics and outline its scope. Explain with the help of suitable examples, from the perspective of a business entity. 20

5. Write short notes on the following : 4x5=20
- (a) Rights of Consumer
 - (b) Consumer as a Capital
 - (c) Methods of Filing Complaints
 - (d) National Consumer Protection Council
6. What are the functions of Voluntary Consumer Organisations (VCO) ? Discuss the limitations and challenges faced by VCO. 20
7. Enumerate the problems commonly faced by consumers in the service industry. Explain with the help of suitable examples. 20
8. Discuss the composition and working of Consumer Redressal Forum at various levels. 20
9. Discuss how cases are decided under the Consumer Protection Act in the following areas : 2x10=20
- (a) Defective Product
 - (b) Banking and Financial Services
10. Write short notes on **any two** of the following : 2x10=20
- (a) Consumer Movement
 - (b) Social Responsibilities of Business
 - (c) Difference in the nature of problem faced by Urban and Rural Consumers
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